

16. In a computer system, a method for configuring a utility device to perform a service at a service environment, the method comprising:

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

5 analyzing the one or more parameters to determine operational settings for use by the utility device in performing the service;

receiving through the graphical user interface an indication to activate the utility device to perform the service at the service environment; and

10 in response to the indication, controlling operation of the utility device based on the operational settings determined by the analyzing act.

17. A method as defined in claim 16, further comprising:

15 in response to detecting that a parameter has been modified, analyzing the one or more parameters in conjunction with the modified parameter to render a modified set of operational settings, wherein the controlling act controls operation of the utility device based on the modified set of operational settings.

18. A method as defined in claim 16, wherein the service performed by the utility device comprises application of a chemical solution to articles, the chemical solution being formed by
20 combining a rinse agent and a chemical product in a solution tank, the method further comprising:

receiving through the graphical user interface a first parameter relating to a soil level on the articles;

receiving through the graphical user interface a second parameter relating to a specific type of water used to form the rinse agent; and

25 receiving through the graphical user interface a third parameter identifying the chemical product.

19. A method as defined in claim 18, the analyzing act comprising:

30 evaluating the first parameter, the second parameter and the third parameter to determine a conductivity setpoint for the chemical solution, wherein the conductivity setpoint defines a target percent concentration of the chemical product within the chemical solution.

20. A method as defined in claim 19, the controlling act comprising:
detecting a current conductivity of the chemical solution in the solution tank; and
dispensing a predetermined amount of the chemical product to the solution tank in response
5 to the current conductivity falling below the conductivity setpoint.

21. A method as defined in claim 20, wherein the predetermined amount of the chemical
product is an operational setting determined by analyzing the first parameter, the second parameter
and the third parameter against a data structure mapping the operational settings to a plurality of
10 parameter groupings, wherein the first parameter, the second parameter and the third parameter form
one of the plurality of parameter groupings.

22. A method as defined in claim 21, wherein the utility device is a warewash machine.

15 23. A method as defined in claim 21, further comprising:
displaying on the graphical user interface the conductivity setpoint determined by the
evaluating act; and
presenting on the graphical user interface an electronic selection screen comprising an
interface element for modifying the conductivity setpoint.

20 24. A method as defined in claim 23, wherein the controlling act further comprises:
in response to modification of the conductivity setpoint via the interface element, controlling
operation of the utility device based on the modified conductivity setpoint.

25 25. A method as defined in claim 16, wherein the graphical user interface is presented to
the field service person on a display device coupled to computer system.

26. A method as defined in claim 16, wherein the graphical user interface is presented to
the field service person on a display device coupled to a client computer communicatively connected
30 to the computer system.

27. A method as defined in claim 16, wherein the service comprises performance of a process using a combination of a chemical product and water, the method further comprising:

defining a plurality of candidate chemical products that may be used in the performance of the process at the service environment;

5 determining a hardness level associated with the water; and

analyzing the hardness level against each of the plurality of candidate chemical products to select therefrom the chemical product, wherein the selected chemical product is one of the one or more parameters input by the field service person through the graphical user interface.

10 28. A method as defined in claim 27, further comprising:

evaluating a specified consideration to render therefrom a first parameter value indicative of results derived from examination of the specified consideration, wherein the analyzing act analyzes both the hardness level and the first parameter value against each of the plurality of candidate chemical products to administer the selection of the chemical product.

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29. A method as defined in claim 28, wherein the first parameter value relates to an average level of soil that will be washed from articles by the utility device as a result of performance of the process.

20 30. A method as defined in claim 29, wherein the utility device is a warewash machine.

31. A method as defined in claim 29, wherein the utility device is a laundry machine.

32. A computer program product readable by a computer system and tangibly embodying
25 a program of instructions executable by the computer system to perform the method of claim 27.

33. A computer program product readable by a computer system and tangibly embodying a program of instructions executable by the computer system to perform the method of claim 16.

34. In a computer system, a method for administering control over a utility device performing a service at a service environment, the method comprising:

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

5 analyzing the one or more parameters to determine operational settings for use by the utility device in performing the service;

receiving through the graphical user interface an indication to activate the utility device to perform the service at the service environment;

10 in response to the indication, controlling operation of the utility device based on the operational settings determined by the analyzing act; and

in response to detecting that a parameter has been modified, analyzing the one or more parameters in conjunction with the modified parameter to render a modified set of operational settings, wherein the controlling act controls operation of the utility device based on the modified set of operational settings.

15 35. A method as defined in claim 34, wherein the service performed by the utility device comprises application of a chemical solution to articles, the chemical solution being formed by combining a rinse agent and a chemical product in a solution tank, the method further comprising:

20 receiving through the graphical user interface a first parameter relating to a soil level on the articles;

receiving through the graphical user interface a second parameter relating to a specific type of water used to form the rinse agent; and

25 receiving through the graphical user interface a third parameter identifying the chemical product.

36. A method as defined in claim 35, wherein the analyzing act comprises:
evaluating the first parameter, the second parameter and the third parameter to determine a conductivity setpoint for the chemical solution, wherein the conductivity setpoint defines a target percent concentration of the chemical product within the chemical solution.

30 37. A method as defined in claim 36, wherein the controlling act comprises:

detecting a current conductivity of the chemical solution in the solution tank; and
dispensing a predetermined amount of the chemical product to the solution tank in response
to the current conductivity falling below the conductivity setpoint.

5 38. A method as defined in claim 37, wherein the utility device is a warewash machine. .

39. A computer program product readable by a computer system and tangibly embodying
a program of instructions executable by the computer system to perform the method of claim 34.

40. A computer-implemented method for configuring a utility device to perform a service at a service environment, the method comprising: /

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment;

5 analyzing the one or more parameters to determine a set of operational settings for use by the utility device in performing the service;

saving the set of operational settings to memory for use in controlling operation of the utility device during performance of the service;

10 displaying on the graphical user interface the set of operational settings determined by the analyzing act;

presenting on the graphical user interface an electronic selection screen comprising an interface element for modifying at least one of the set of operational settings; and

in response to modification of an operational setting, updating the set of operational settings to include the modified operational setting.

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41. A method as defined in claim 40, further comprising:

receiving through the graphical user interface an indication to activate the utility device to perform the service at the service environment; and

20 in response to the indication, controlling operation of the utility device based on the set of operational settings saved to memory.

42. A method as defined in claim 41, wherein the service performed by the utility device comprises application of a chemical solution to articles, the chemical solution being formed by combining a rinse agent and a chemical product in a solution tank, the method further comprising:

25 receiving through the graphical user interface a first parameter relating to a soil level on the articles;

receiving through the graphical user interface a second parameter relating to a specific type of water used to form the rinse agent; and

30 receiving through the graphical user interface a third parameter identifying the chemical product, wherein the analyzing act evaluates the first parameter, the second parameter and the third

parameter to determine a conductivity setpoint for the chemical solution, wherein the conductivity setpoint defines a target percent concentration of the chemical product within the chemical solution.

43. A method as defined in claim 42, the controlling act comprising:
5 detecting a current conductivity of the chemical solution in the solution tank; and
dispensing a predetermined amount of the chemical product to the solution tank in response to the current conductivity falling below the conductivity setpoint.

44. A method as defined in claim 43, wherein the predetermined amount of the chemical
10 product is an operational setting determined by analyzing the first parameter, the second parameter and the third parameter against a data structure mapping each of the set of operational settings to a plurality of parameter groupings, wherein the first parameter, the second parameter and the third parameter form one of the plurality of parameter groupings.

15 45. A method as defined in claim 43 wherein the utility device is a warewash machine.

46. A method as defined in claim 43, wherein the conductivity setpoint is displayed by the displaying act on the graphical user interface and the interface element is operable to modify the conductivity setpoint, the updating act comprising:

20 in response to modification of the conductivity setpoint via the interface element, updating the set of operational settings to include the modified conductivity setpoint.

47. A method as defined in claim 46, wherein the controlling act further comprises:
controlling operation of the utility device based on the modified conductivity setpoint.

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48. A method as defined in claim 40, further comprising:
determining a conductivity offset relating to an inherent conductivity of the rinse agent; and
utilizing the conductivity offset to determine a total dissolved solids parameter for the
chemical solution, wherein the displaying act displays the total dissolved solids parameter on the
30 graphical user interface in conjunction with one or more operational settings related to a rinse cycle performed by the utility device to apply a rinse agent to articles during the service.

49. A method as defined in claim 48, wherein the interface element is operable to modify the at least one of the one or more operational settings related to the rinse cycle.

5 50. A method as defined in claim 49 wherein the utility device is a warewash machine.

51. A computer program product readable by a computer system and tangibly embodying a program of instructions executable by the computer system to perform the method of claim 40.

10 52. A computer program product as defined in claim 51, wherein the computer program product is a communications medium.

53. In a computer system, a method for configuring a utility device to perform a service at a service environment, wherein the service comprises removal of soil from articles, the method comprising:

defining a plurality of candidate chemical products that may be used in the performance of the service at the service environment;

determining an average level of soil that will be washed from the articles by the utility device as a result of performance of the service;

analyzing the average soil level against each of the plurality of candidate chemical products to select therefrom the chemical product,

providing a graphical user interface through which a field service person inputs one or more parameters associated with the service environment, wherein the selected chemical product is one of the one or more parameters input by the field service person through the graphical user interface;

evaluating the one or more parameters to determine operational settings for use by the utility device in performing the service;

receiving through the graphical user interface an indication to activate the utility device to perform the service at the service environment; and

in response to the indication, controlling operation of the utility device based on the operational settings determined by the analyzing act.

54. A method as defined in claim 53, wherein the average soil level is another of the one or more parameters input by the field service person through the graphical user interface and analyzed by the evaluating act.

55. A method as defined in claim 53, wherein the evaluating act comprises:

in response to detecting that a parameter has been modified, evaluating the one or more parameters in conjunction with the modified parameter to render a modified set of operational settings, wherein the controlling act controls operation of the utility device based on the modified set of operational settings.

56. A method as defined in claim 55, wherein the utility device is a warewash machine.

57. A computer program product readable by a computer system and tangibly embodying a program of instructions executable by the computer system to perform the method of claim 53.

58. A computer program product as defined in claim 57, wherein the computer program
5 product is a communications medium.